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Figure 1

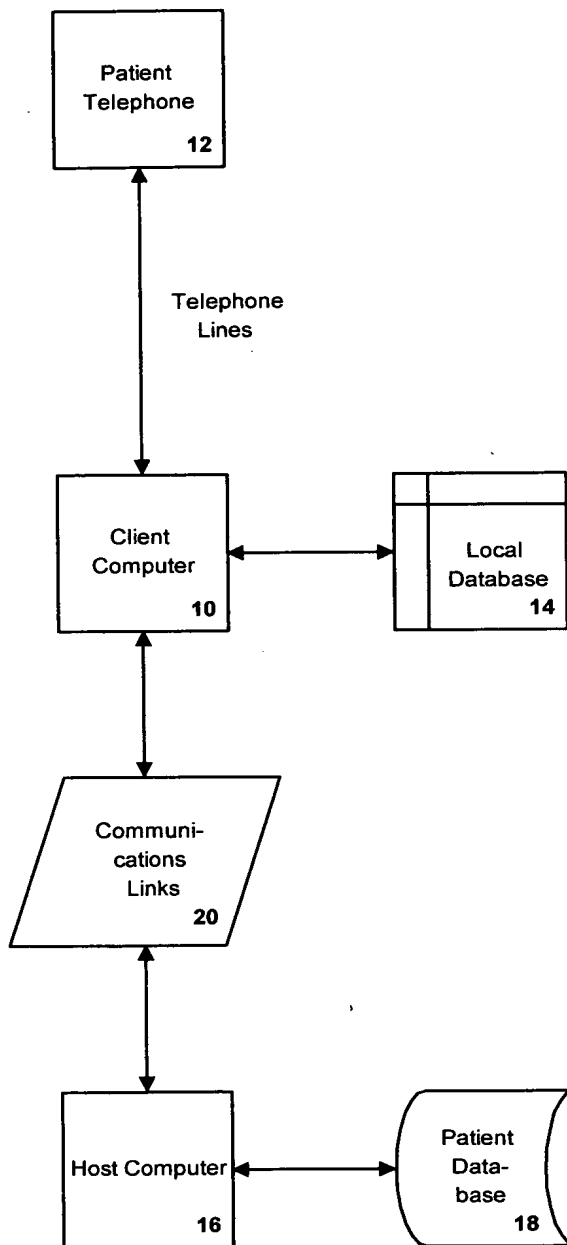


Figure 2

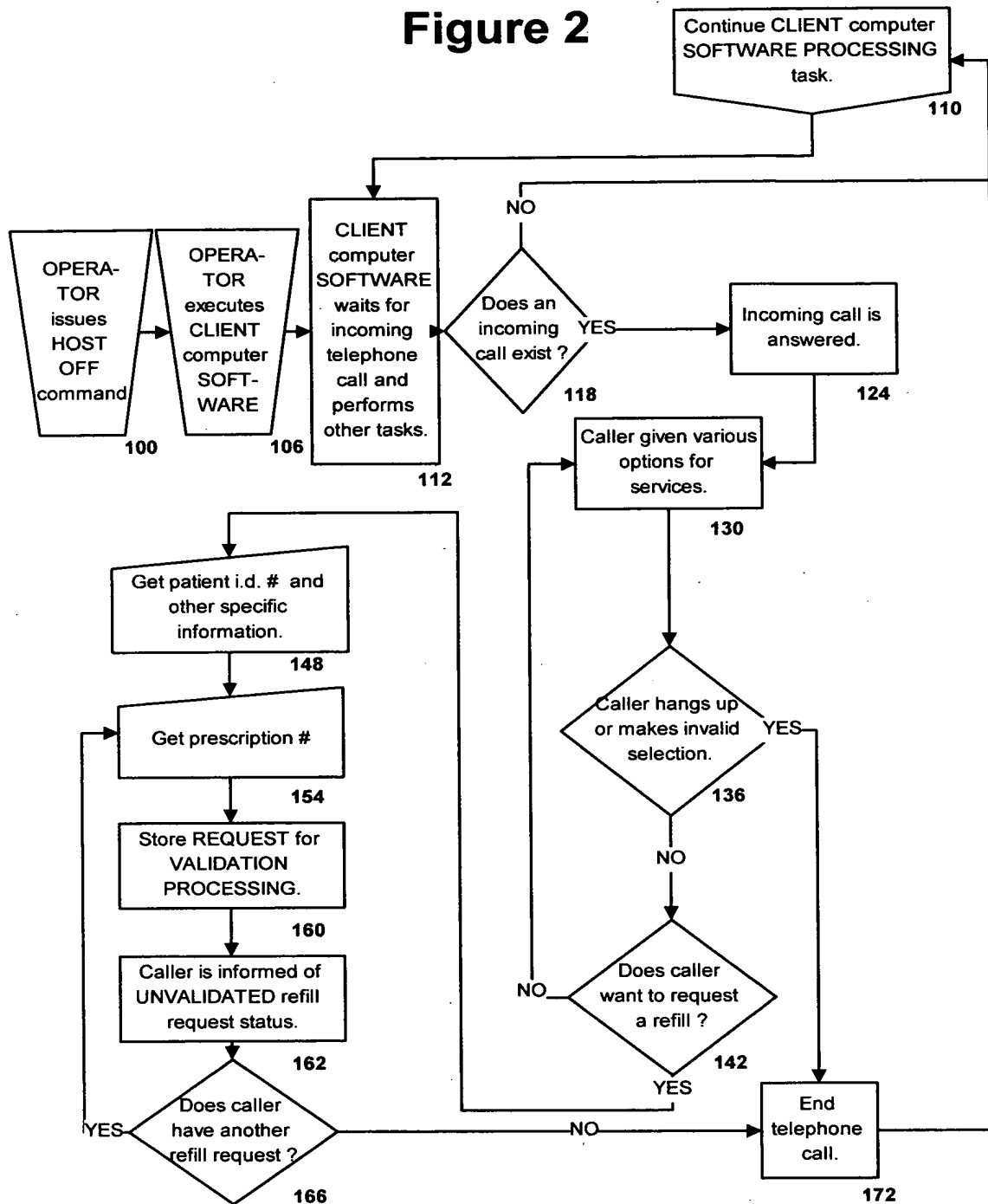


Figure 3a

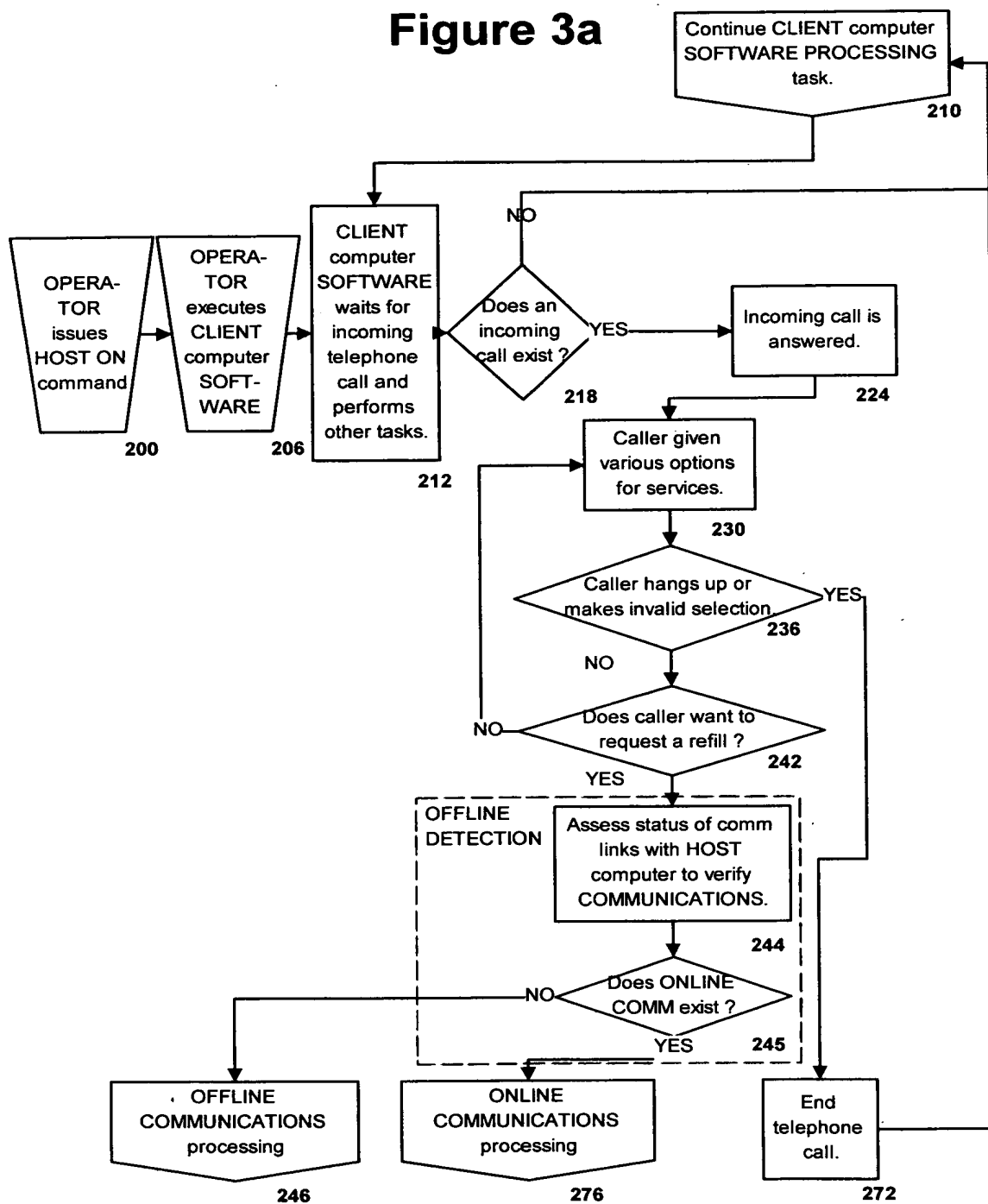


Figure 4

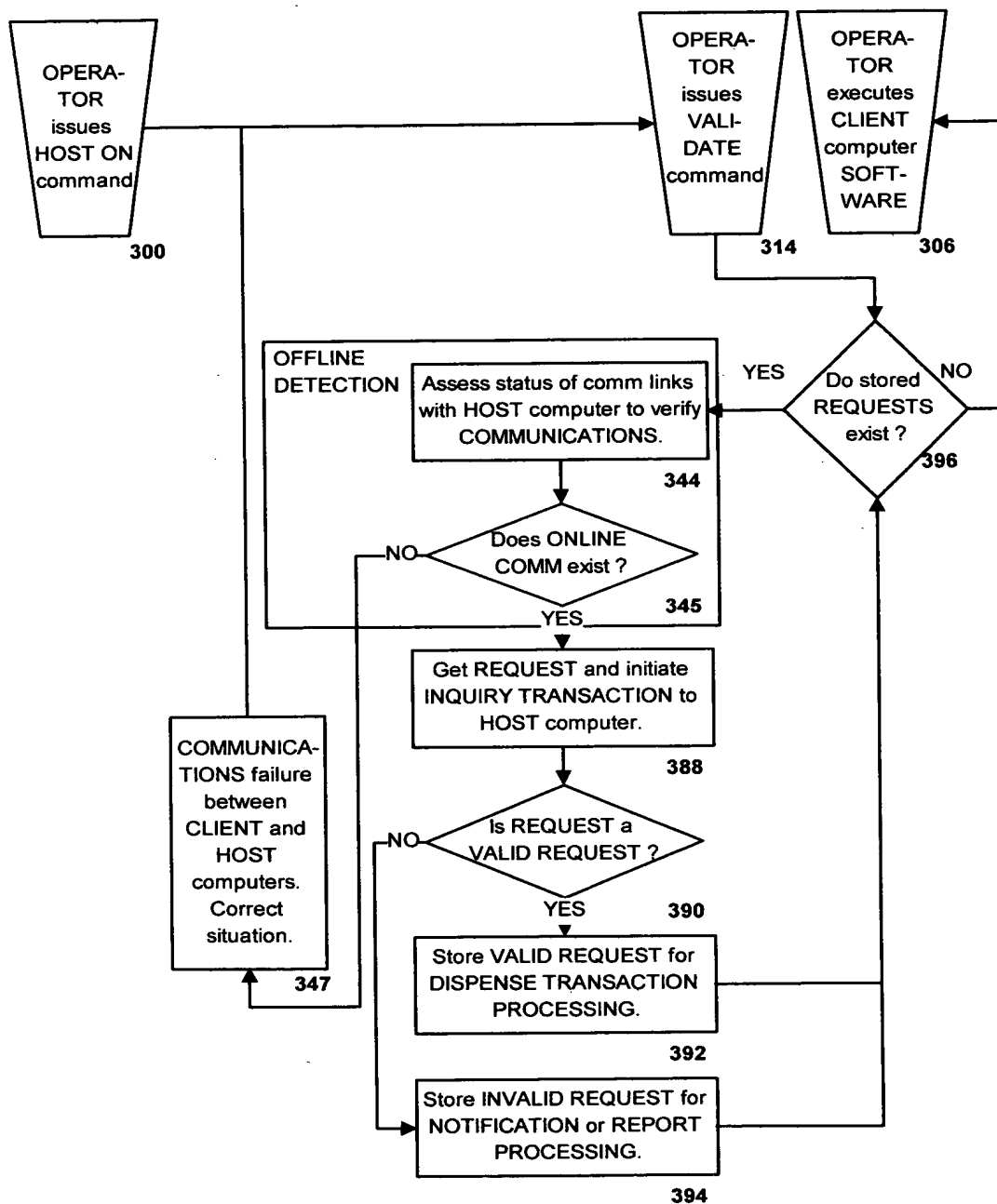


Figure 3b

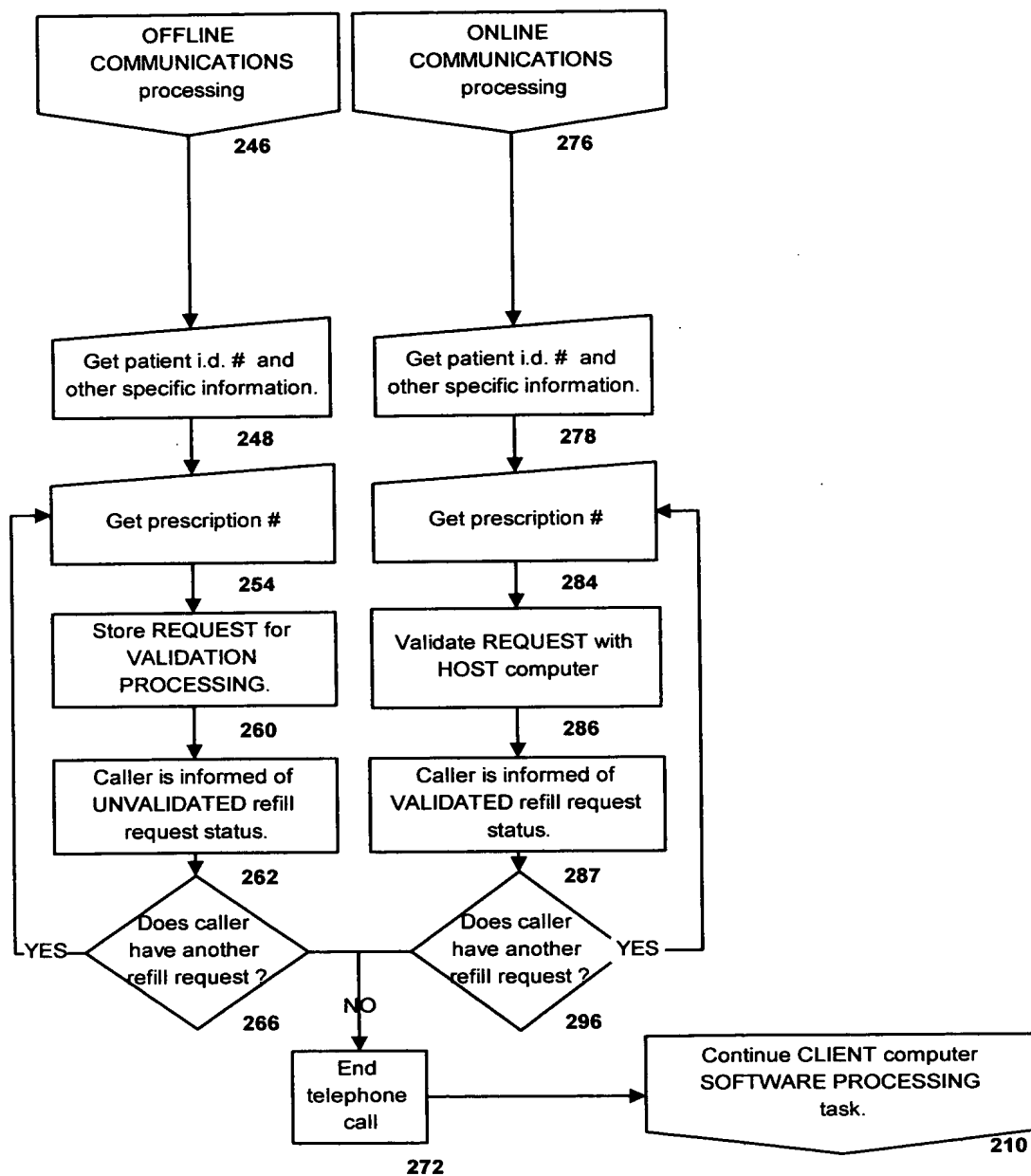


Figure 5a

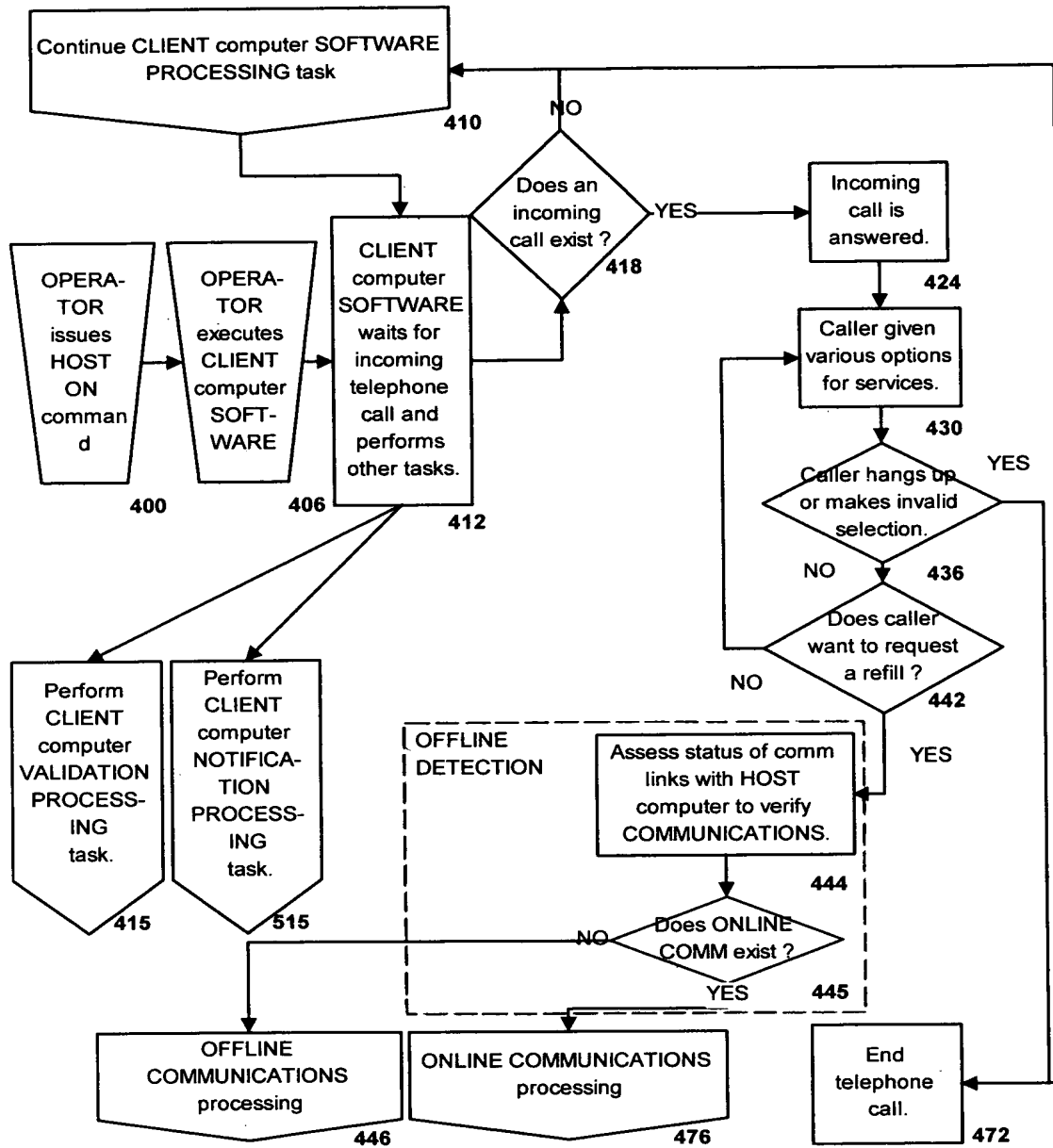


Figure 5b

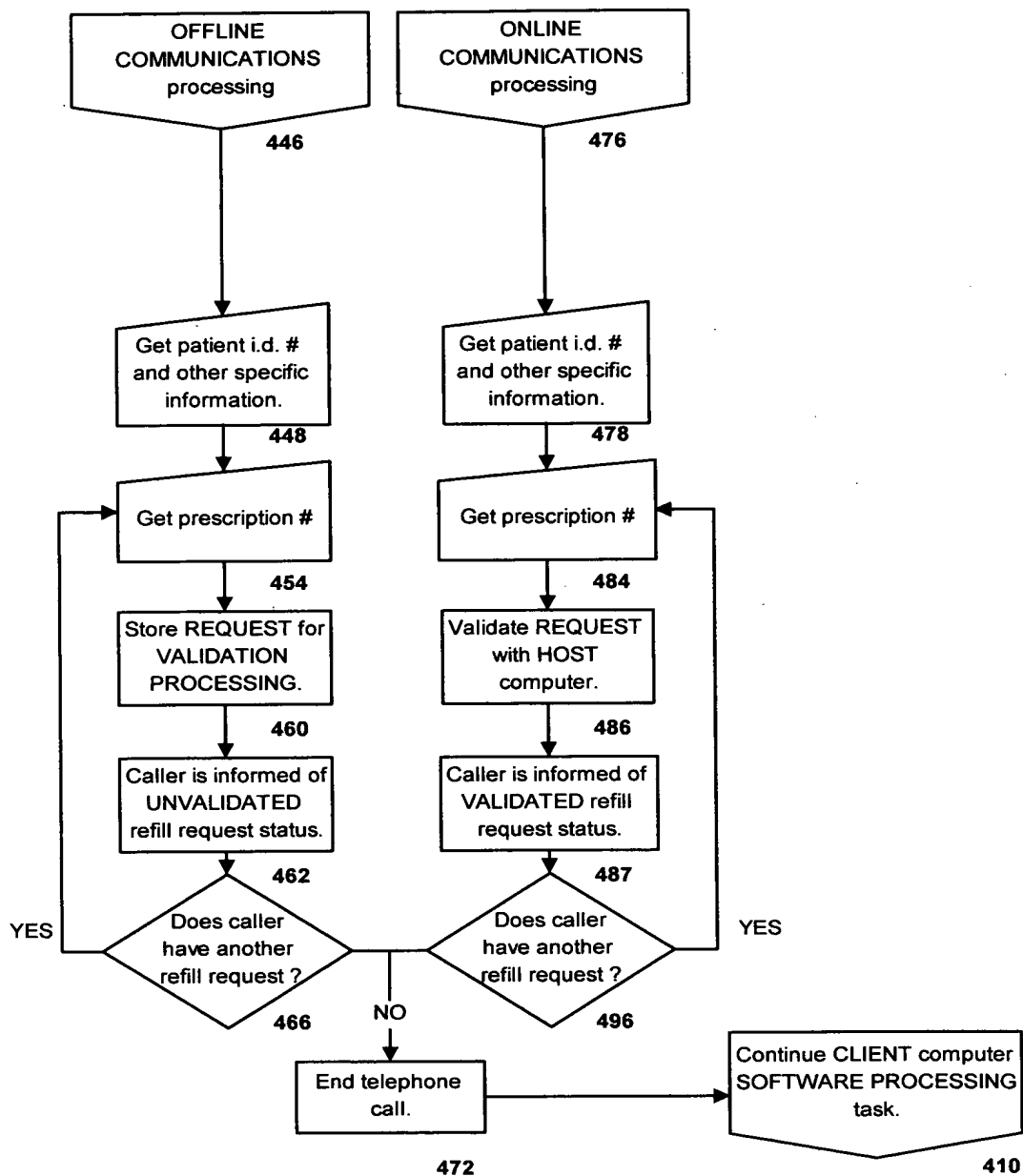




Figure 5c

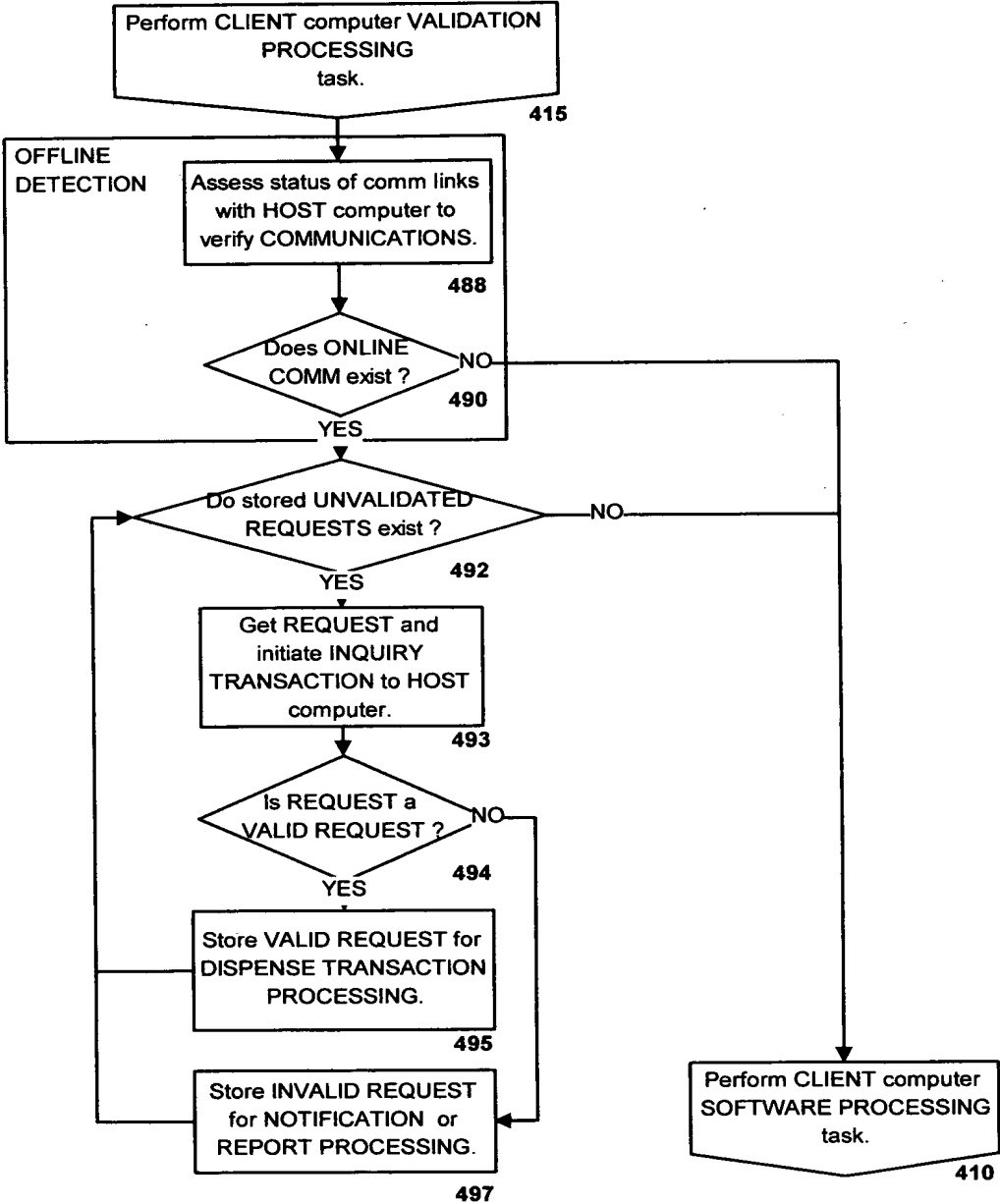


Figure 5d

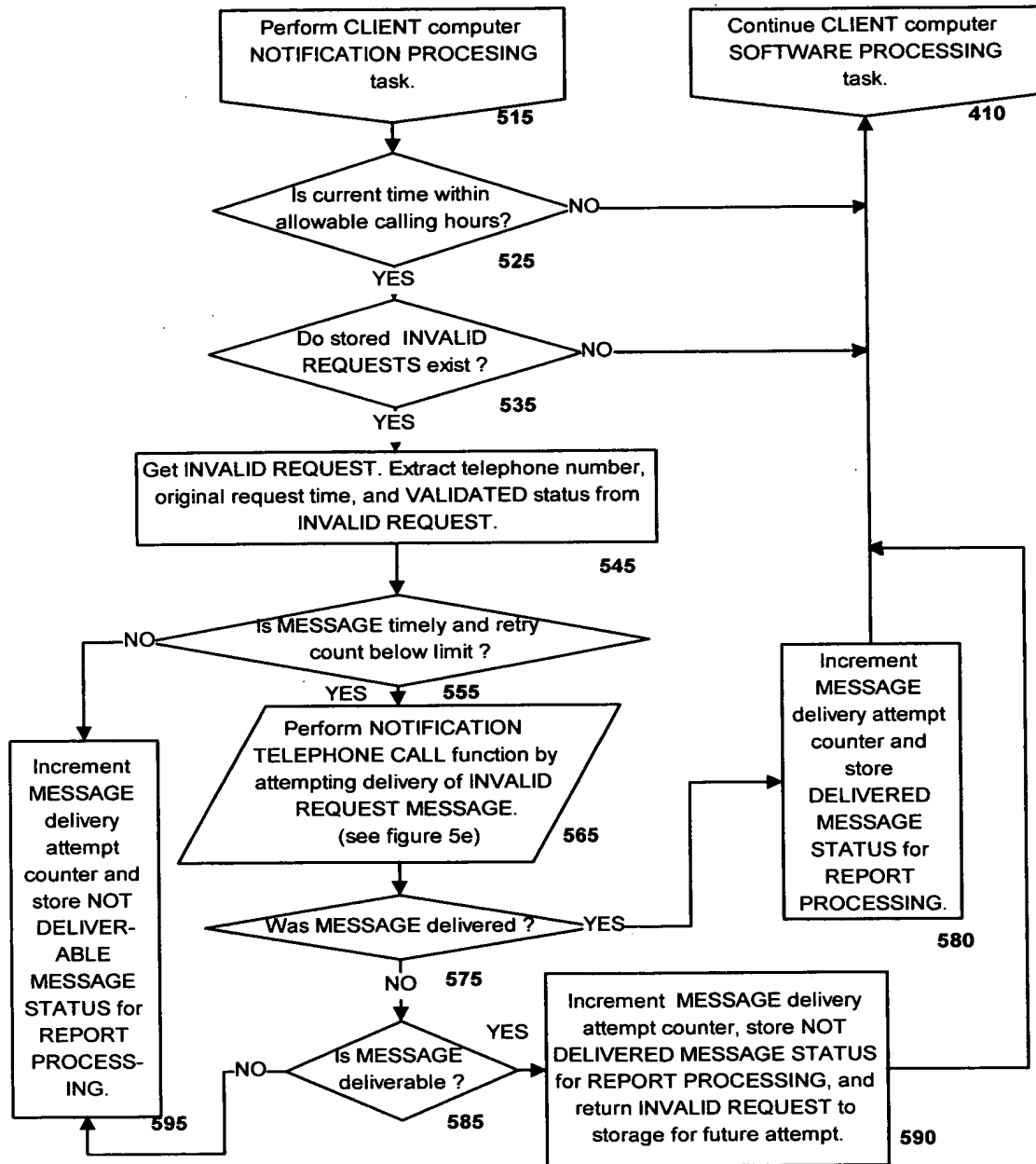




Figure 5e

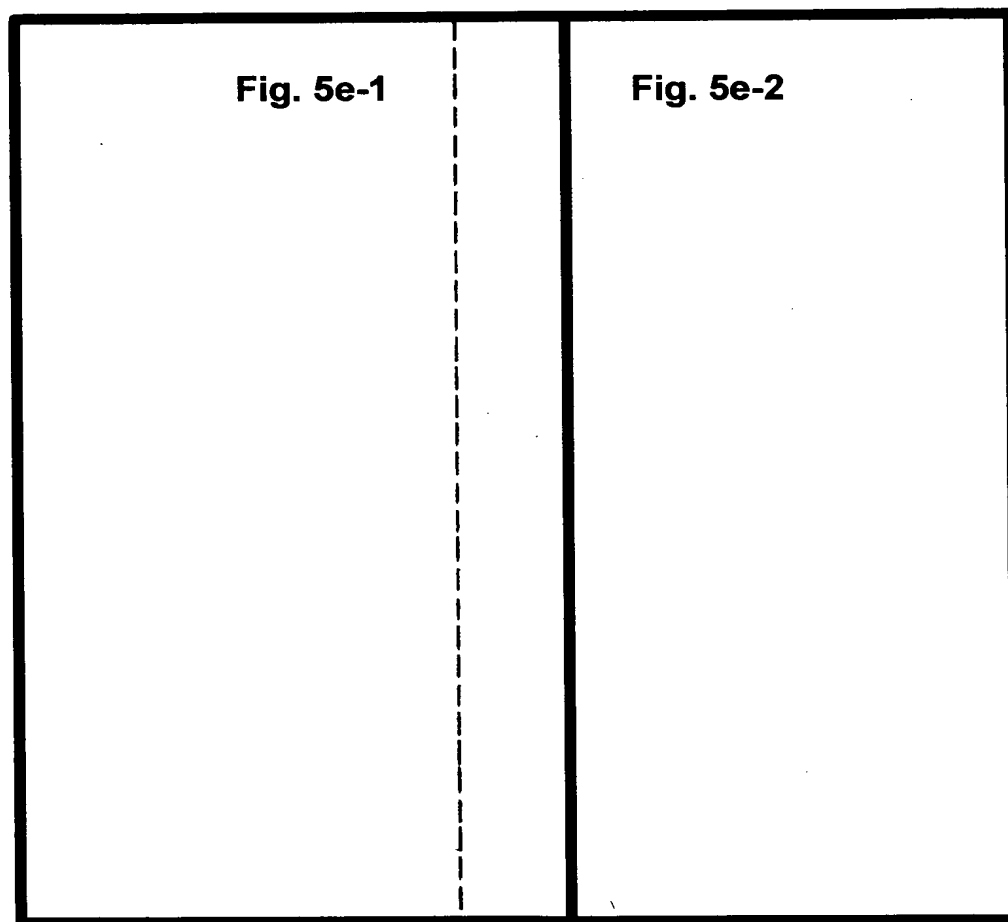


Figure 5e-1

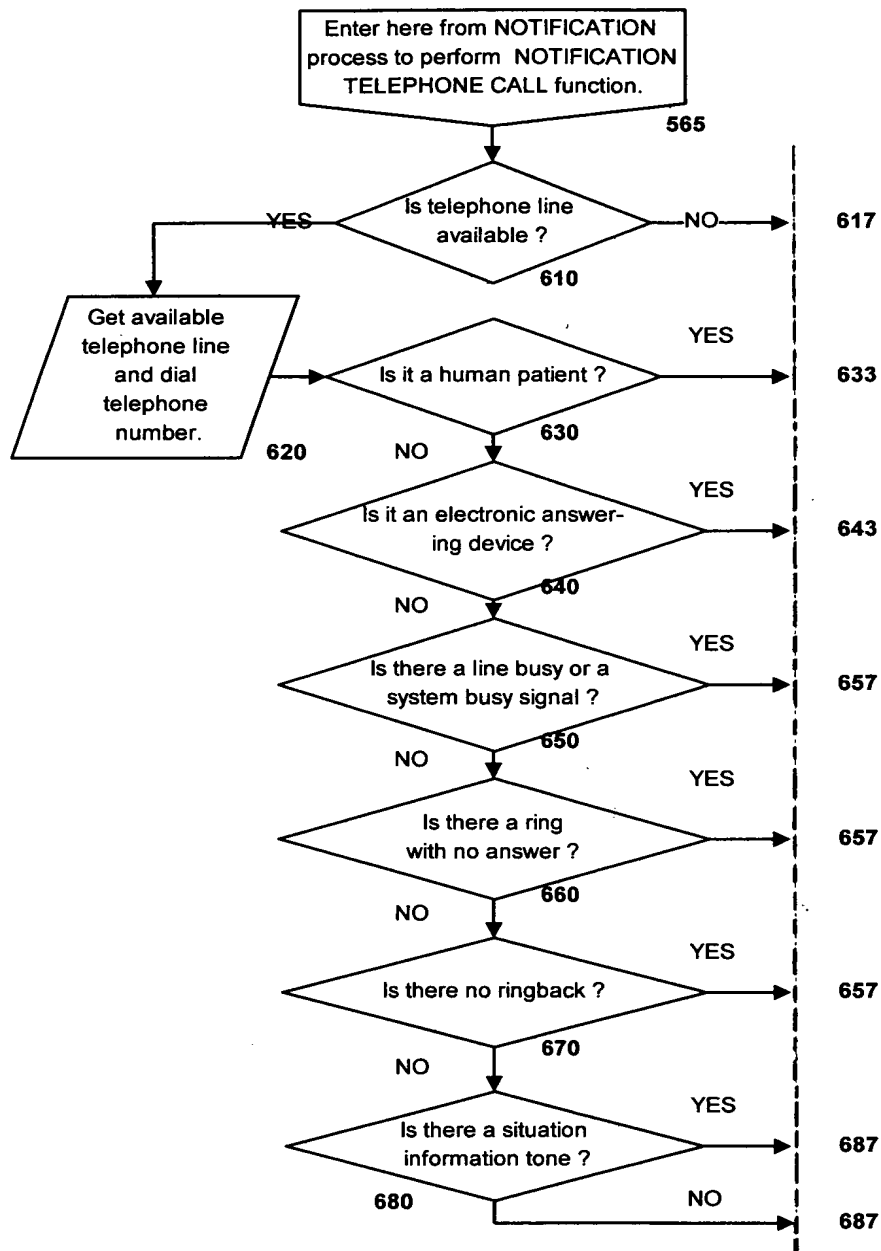


Figure 5e-2

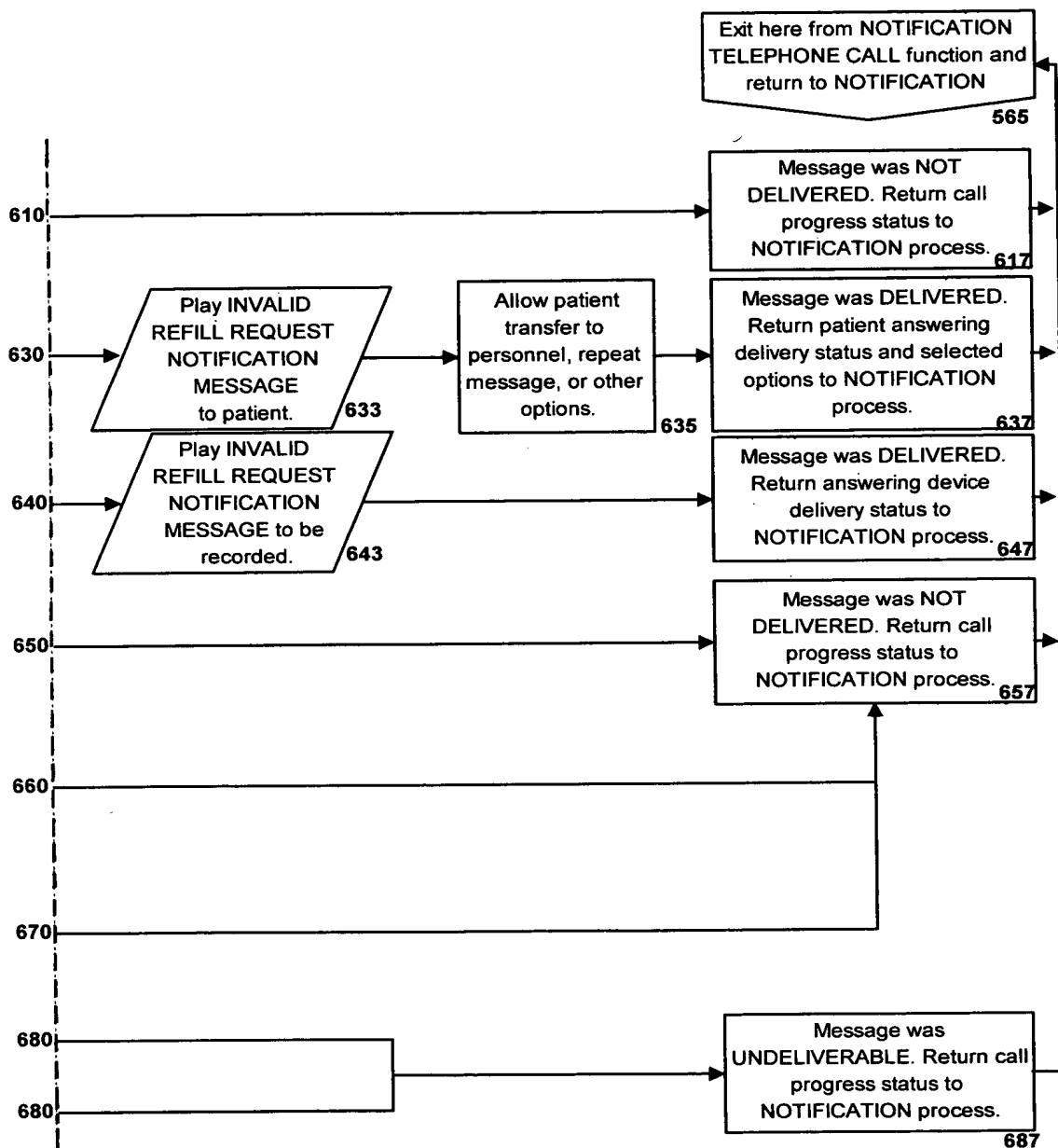




Figure 6a

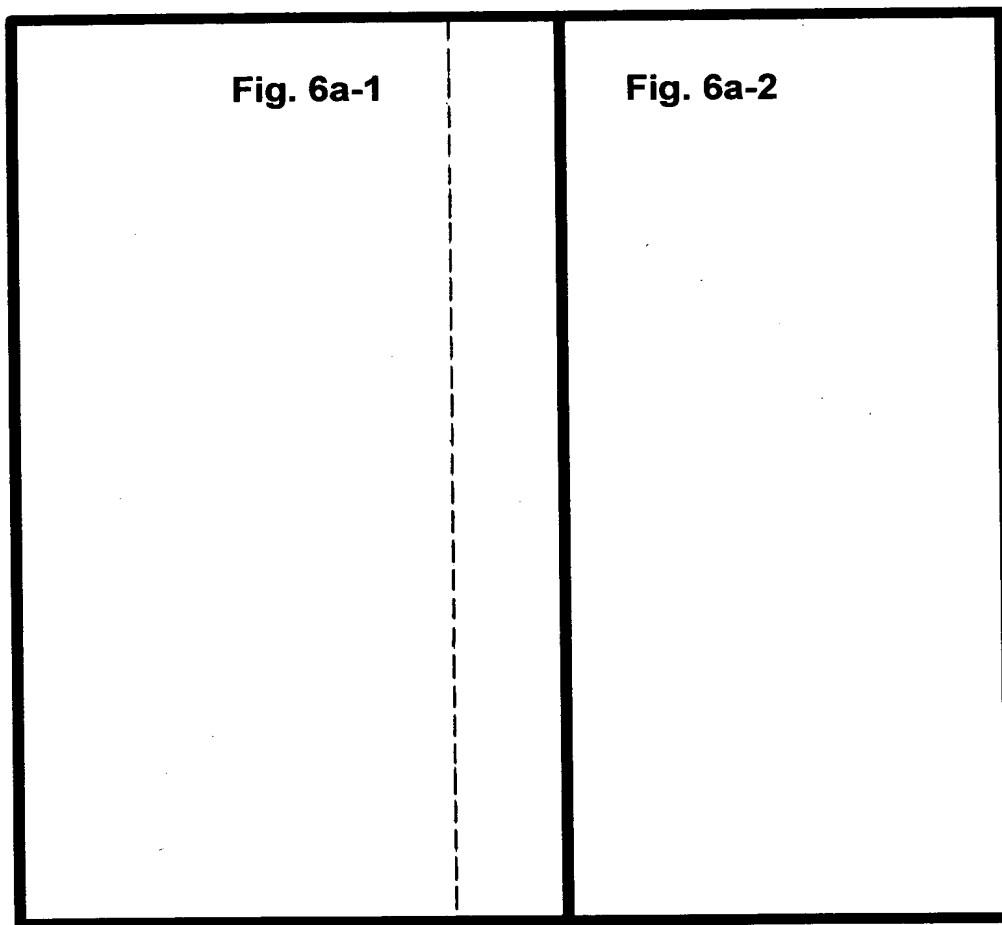


Figure 6a-1

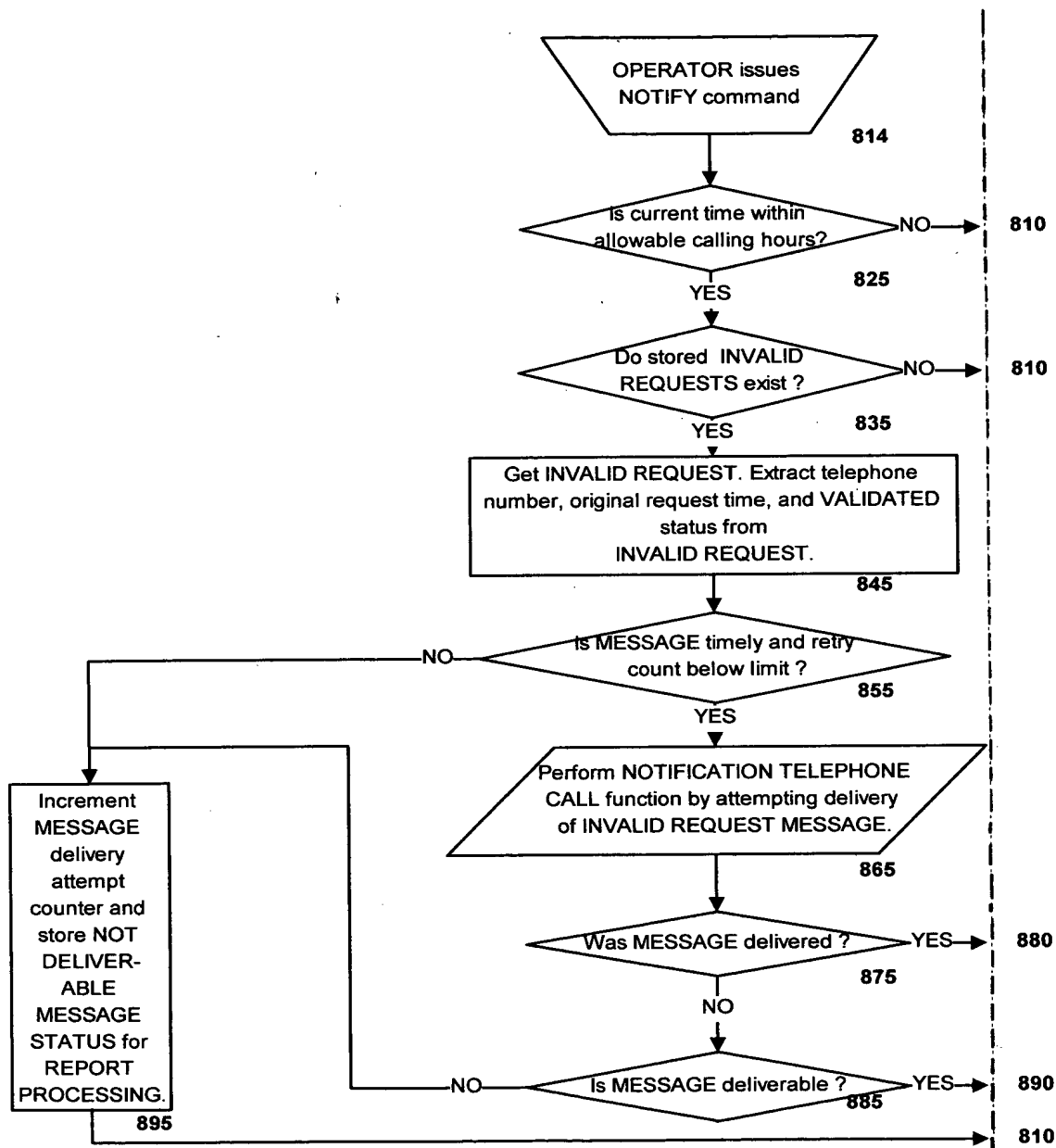




Figure 6a-2

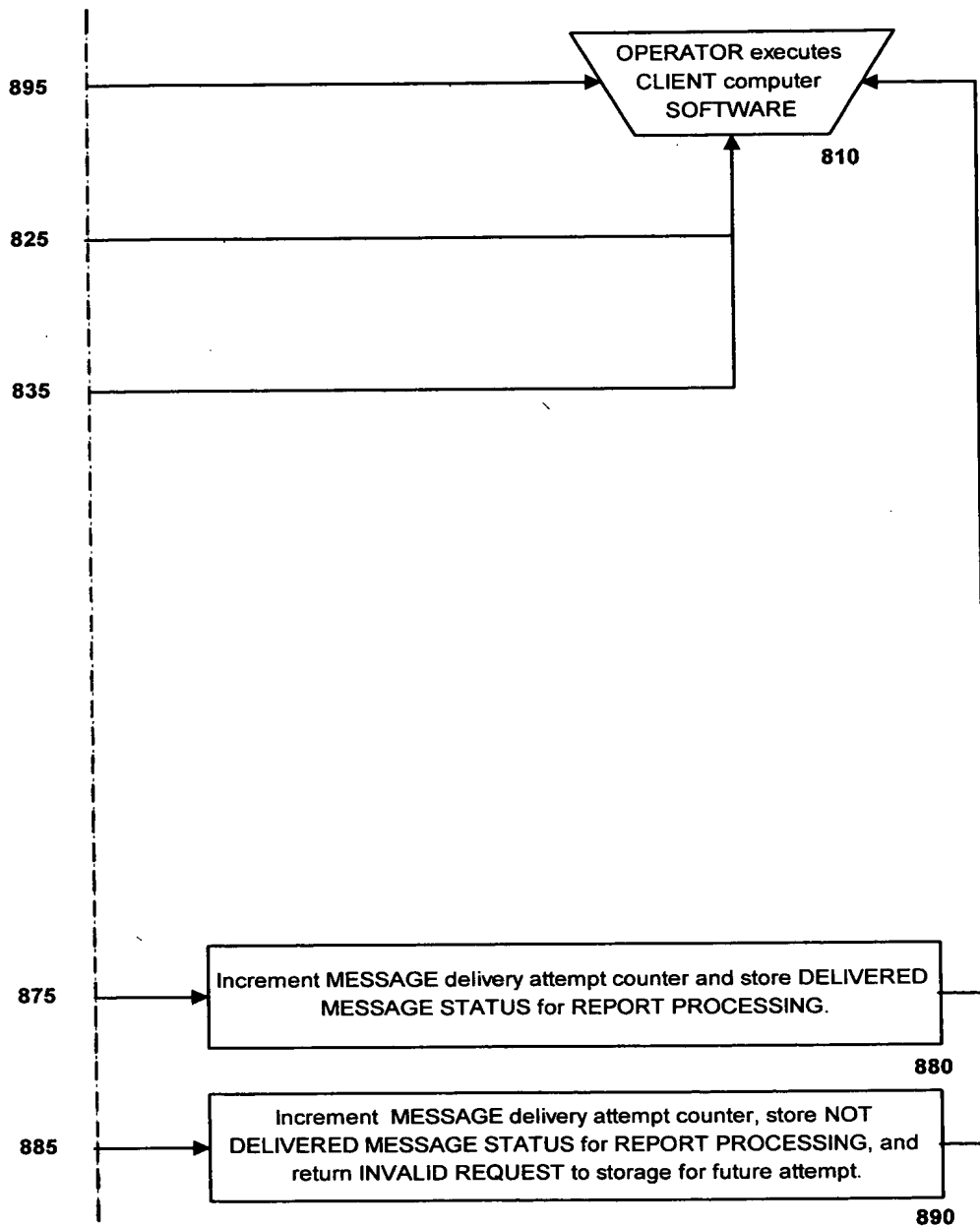




Figure 6b

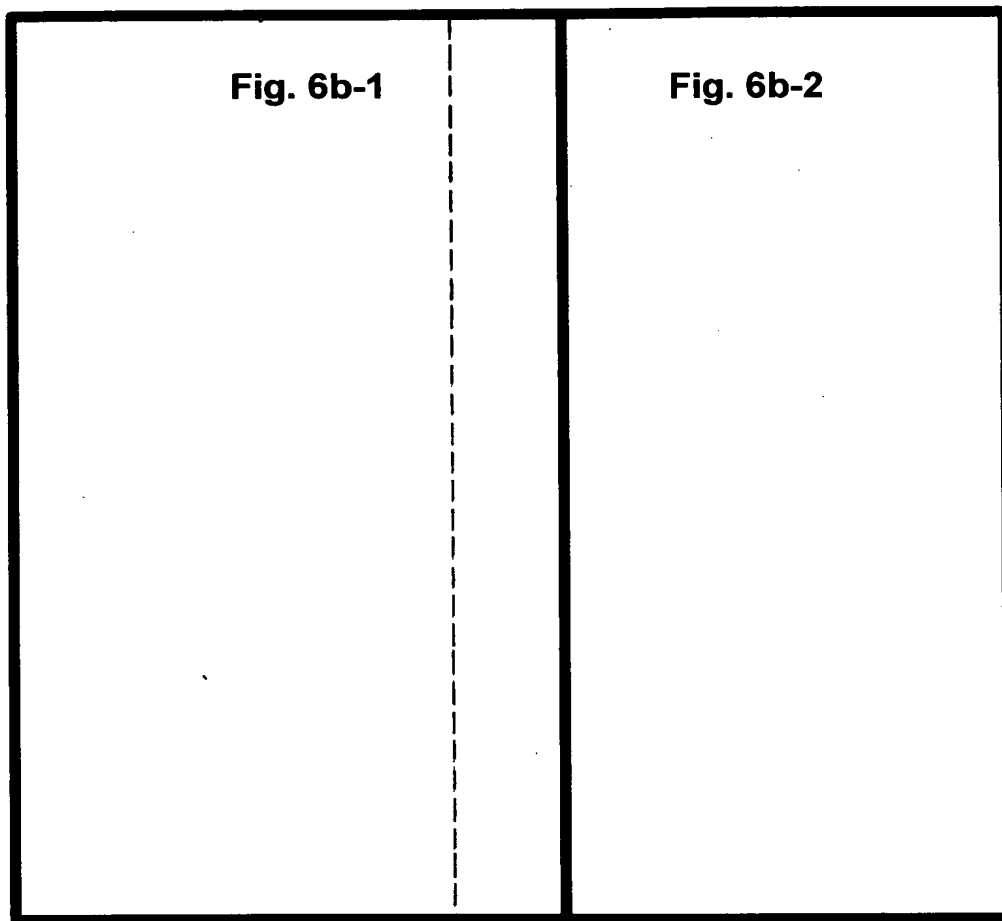




Figure 6b-1

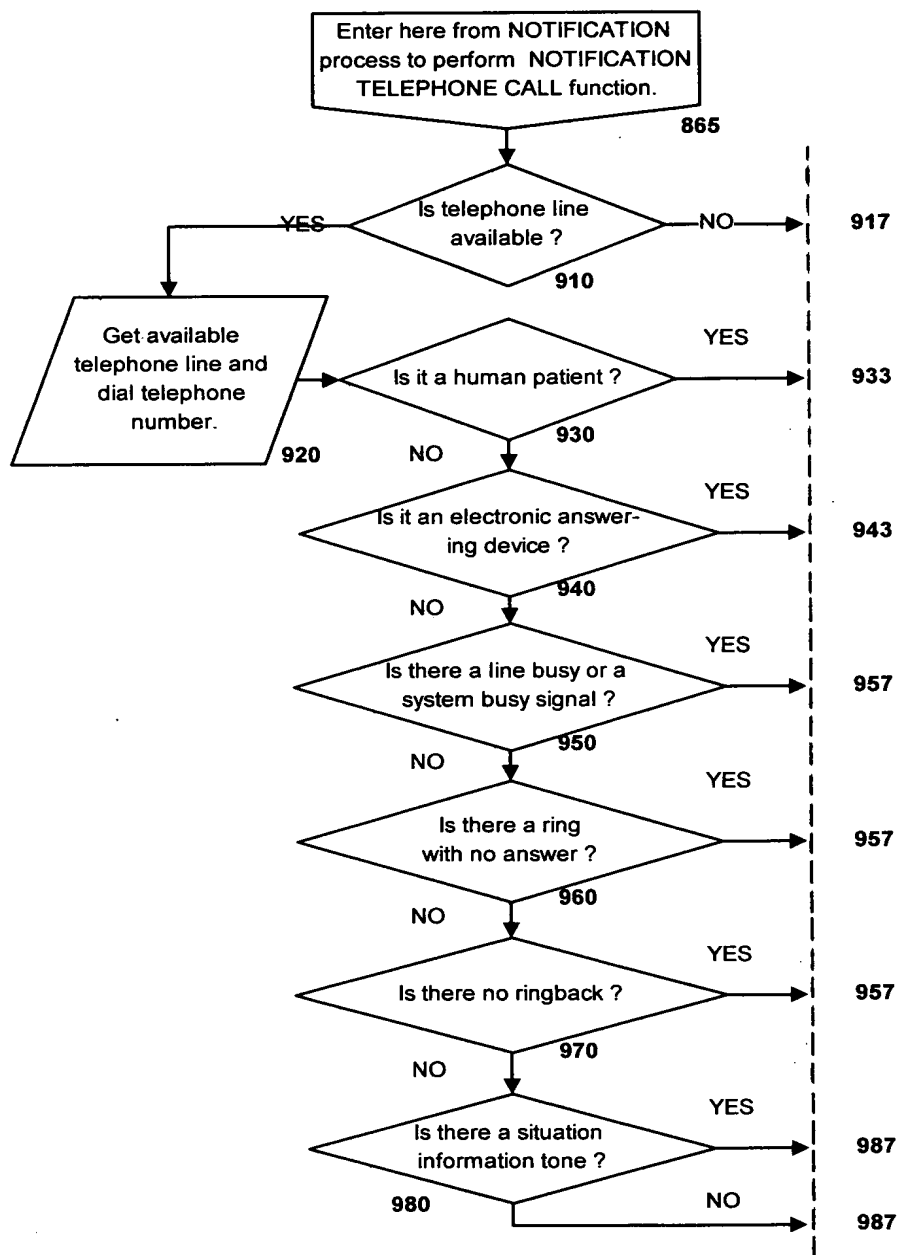




Figure 6b-2

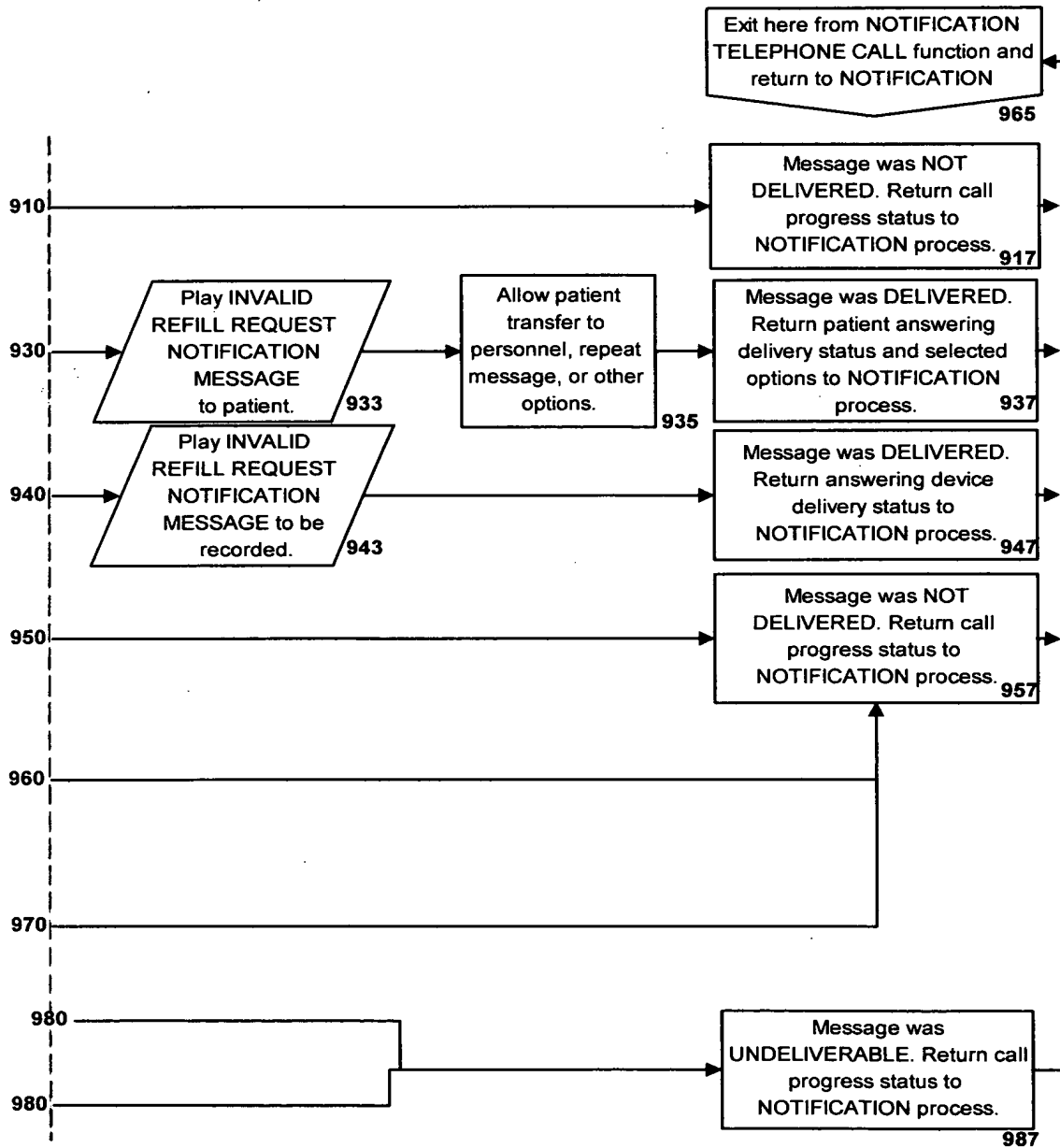




Figure 7a

CLIENT COMPUTER CONFIGURED FOR ON-LINE COMMUNICATIONS

ISSUING HOST ON command by OPERATOR.

EXECUTING SOFTWARE on CLIENT computer.

WAITING for incoming telephone call

0 *IF* INCOMING CALL available

0 *THEN*

ANSWERING incoming telephone call.

PLAYING options for services to caller.

SELECTING service option by caller.

REQUESTING prescription refill service by caller.

ASSESSING status of ON-LINE COMMUNICATIONS with HOST computer.

CAPTURING REQUESTS from caller

1 *IF* ON-LINE COMMUNICATIONS available

1 *THEN*

CAPTURE REQUEST from caller.

VALIDATE REQUEST on HOST computer.

2 *IF* REQUEST is VALID

2 *THEN*

STORE VALID REQUEST for
DISPENSE PROCESSING.

INFORM caller of VALIDATED status.

2 *ELSE*

2 *IF* REQUEST is NOT VALID

2 *THEN*

INFORM caller of VALIDATED status.

1 *ELSE*

1 *IF* ON-LINE COMMUNICATIONS are not available

1 *THEN*

CAPTURE REQUEST from caller.

STORE REQUEST for VALIDATION PROCESSING.

INFORM caller of UNVALIDATED status.

(continued on figure 7b)



Figure 7b

CLIENT COMPUTER CONFIGURED FOR ON-LINE COMMUNICATIONS

(continued from figure 7a)

ASK caller if another REQUEST is desired.

1 IF Another REQUEST is desired

1 THEN

Go to "CAPTURING REQUESTS from caller"

1 ELSE

End telephone call.

Go to "WAITING for incoming telephone call"

0 ELSE

Go to "WAITING for incoming telephone call"



Figure 8

CLIENT COMPUTER CONFIGURED FOR OFF-LINE COMMUNICATIONS

ISSUING HOST OFF command by OPERATOR.

EXECUTING SOFTWARE on CLIENT computer.

WAITING for incoming telephone call

0 *IF* INCOMING CALL available

0 *THEN*

ANSWERING incoming telephone call.

PLAYING options for services to caller.

SELECTING service option by caller.

REQUESTING prescription refill service by caller.

CAPTURING REQUESTS from caller

CAPTURE REQUEST from caller.

STORE REQUEST for VALIDATION PROCESSING.

INFORM caller of UNVALIDATED status.

ASK caller if another REQUEST is desired.

1 *IF* Another REQUEST is desired

1 *THEN*

Go to "*CAPTURING REQUESTS* from caller"

1 *ELSE*

End telephone call.

Go to "*WAITING* for incoming telephone call"

0 *ELSE*

Go to "*WAITING* for incoming telephone call"



Figure 9a

**CLIENT COMPUTER CONFIGURED FOR ON-LINE COMMUNICATIONS WITH
AUTOMATIC VALIDATION AND NOTIFICATION PROCESSING**

ISSUING HOST ON command by OPERATOR.

EXECUTING SOFTWARE on CLIENT computer.

WAITING for incoming telephone call

0 *IF* INCOMING CALL available

0 *THEN*

ANSWERING incoming telephone call.

PLAYING options for services to caller.

SELECTING service option by caller.

REQUESTING prescription refill service by caller.

ASSESSING status of ON-LINE COMMUNICATIONS with HOST
computer.

CAPTURING REQUESTS from caller

1 *IF* ON-LINE COMMUNICATIONS available

1 *THEN*

CAPTURE REQUEST from caller.

PREPARE REQUEST for INQUIRY TRANSACTION.

VALIDATE REQUEST on HOST computer.

2 *IF* REQUEST is VALID

2 *THEN*

STORE VALID REQUEST for DISPENSE
PROCESSING.

INFORM caller of VALIDATED status.

2 *ELSE*

2 *IF* REQUEST is NOT VALID

2 *THEN*

INFORM caller of VALIDATED status.

1 *ELSE*

(continued on figure 9b)



Figure 9b

CLIENT COMPUTER CONFIGURED FOR ON-LINE COMMUNICATIONS WITH AUTOMATIC VALIDATION PROCESSING

(continued from figure 9a)

1 IF ON-LINE COMMUNICATIONS are not available
1 THEN

CAPTURE REQUEST from caller.
STORE REQUEST for VALIDATION
PROCESSING.
INFORM caller of UNVALIDATED status.

ASK caller if another REQUEST is desired.

1 IF Another REQUEST is desired
1 THEN

Go to "CAPTURING REQUESTS from caller"

1 ELSE
End telephone call.

0 ELSE
End telephone call.

TESTING for UNVALIDATED REQUESTS in need of VALIDATION PROCESSING.

0 IF A REQUEST exists
0 THEN

ACCESSING status of ON-LINE COMMUNICATIONS with
HOST computer.

1 IF ON-LINE COMMUNICATIONS available
1 THEN

RETRIEVE REQUEST from storage.
PREPARE REQUEST for INQUIRY TRANSACTION.
VALIDATE REQUEST on HOST computer.

(continued on figure 9c)



Figure 9c

**CLIENT COMPUTER CONFIGURED FOR ON-LINE COMMUNICATIONS WITH
AUTOMATIC VALIDATION PROCESSING**

(continued from figure 9b)

```
2 IF REQUEST is VALID
2 THEN
    STORE VALID REQUEST for
        DISPENSE PROCESSING.
2 ELSE
    STORE INVALID REQUEST for
        NOTIFICATION PROCESSING.
1 ELSE
1 IF ON-LINE COMMUNICATIONS are not available
1 THEN
    End VALIDATION PROCESSING.
0 ELSE
    End VALIDATION PROCESSING.
```

**TESTING for INVALID REQUESTS in need of NOTIFICATION
PROCESSING.**

```
0 IF Notification time is within allowable calling time window
0 THEN
    1 IF A REQUEST exists
    1 THEN
        RETRIEVE INVALID REQUEST from storage.
        EXTRACT telephone number, VALIDATED status,
            original request time, and retry count from
            REQUEST.
        PERFORM NOTIFICATION telephone call with VALIDATED
            status informational MESSAGE.

    2 IF MESSAGE was DELIVERED
    2 THEN
        INCREMENT message delivery attempt counter.
        STORE message DELIVERED status for
            REPORT PROCESSING.
    2 ELSE
```

(continued on figure 9d)



Figure 9d

CLIENT COMPUTER CONFIGURED FOR ON-LINE COMMUNICATIONS WITH AUTOMATIC VALIDATION PROCESSING

(continued from figure 9c)

2 IF MESSAGE is DELIVERABLE

2 THEN

INCREMENT message delivery attempt counter.

STORE message NOT DELIVERED status for
future NOTIFICATION PROCESSING.

2 ELSE

INCREMENT message delivery attempt counter.

STORE message NOT DELIVERABLE status for
REPORT PROCESSING.

1 ELSE

End NOTIFICATION PROCESSING.

0 ELSE

End NOTIFICATION PROCESSING.



Figure 10

**CLIENT COMPUTER CONFIGURED FOR ON-LINE COMMUNICATIONS WITH
USING MANUAL VALIDATION PROCESSING**

ISSUING HOST ON command by OPERATOR.

EXECUTING VALIDATE command on CLIENT computer.

TESTING for REQUESTS in need of VALIDATION PROCESSING

0 IF A REQUEST exists

0 THEN

ACCESSING status of ON-LINE COMMUNICATIONS with
HOST computer.

1 IF ON-LINE COMMUNICATIONS available

1 THEN

RETRIEVE REQUEST from storage.

PREPARE REQUEST for INQUIRY TRANSACTION.

VALIDATE REQUEST on HOST computer.

2 IF REQUEST is VALID

2 THEN

STORE VALID REQUEST for
DISPENSE PROCESSING.

2 ELSE

2 IF REQUEST is NOT VALID

2 THEN

STORE INVALID REQUEST for
NOTIFICATION PROCESSING.

1 ELSE

1 IF ON-LINE COMMUNICATIONS are not available

1 THEN

Go to "TESTING for REQUESTS in need of
VALIDATION PROCESSING".

0 ELSE

Go to "TESTING for REQUESTS in need of VALIDATION
PROCESSING".

EXECUTING SOFTWARE on CLIENT computer.